

## Mailroom Management

Our mailroom services offer real time inventory and workflow tracking, ensuring efficient, accurate, and timely process management. Our proprietary Mailroom Accountability and Control System (MACS) provides the foundation for these services. At a high level, MACS provides three major functions:

- Dashboard tracking of all mailroom activities, including process alerts
- Accountability and performance monitoring for all human processes
- Automation of routine management functions

### Mail Sort Capabilities

We are able to process any mailroom sort as designated by the client. Our most complex client conducts over 170 claim sorts. Often, we are able to automate the sorts on the back end through data-based sorts. Mailroom employees do not leave for the day until production is complete.

Our mailroom can also process “white-mail” (other documents received at the P.O. Box, i.e. doctor’s notes, collateral, and correspondence). White-mail can be sorted by our staff prior to return or scan according to client direction. Clients can set up work queues for client personnel to enter the system and process the white-mail accordingly. These decisions can be discussed during implementation.

### Custom Document Processing & Associated Workflow

We’ve developed custom interfaces that enable data capture for any form. Our scanner control software even enables categorization and scanning of non-standard forms. As custom forms usually require a unique workflow, we provide workflow tools like indexing, hitching to a claim, routing to queues, reject processing, form pending, automated fax receipt, and more.

All our workflow systems include user productivity and quality reports, as well as administrative tools like addition and deletion of users.

### Mailroom Services

- Mail Receipt
- Document Preparation
- Scanning
- Automated Document Control  
Number Assignment
- Imprinting
- Bates Stamping
- Integrated Quality Control
- Backlit X-Ray Scanning
- Reject Processing
- Reject Categorization and  
Associated Work Queues
- Routing of Misdirected White-  
Mail
- Eligibility and Claim Form Return
- Automated Cover Letter  
Generation
- Automated Sort and Aggregation
- HIPAA-Compliant Document  
Destruction

### Accepted Form Types

- Medical Claims
- Dental Claims
- Rx Claims
- Non-Standard Claims
- Secondary Claims (EOB/EOMB)
- FSA Reimbursements
- Roster Billing
- Enrollment Applications